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Oracle Utilities Customer Cloud Service 2020 Implementation Essentials

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QUESTION 1

Which statement is true about specifications?

- A. Specifications include the inspection history of an asset.
- B. Specifications apply only to assets and not to components.
- C. Specifications can include peer specifications.
- D. A single specification can only be used on one asset.

Correct Answer: D

QUESTION 2

When you cancel a payment, what will the system automatically do?

- A. generate a new Financial Transaction to reverse the original Financial Transaction
- B. cancel all tenders associated with the payment
- C. impact the credit rating
- D. charge a NSF Fee for the payment cancellation

Correct Answer: D

QUESTION 3

Which three statements are true in relation to a Payment Arrangement Request? (Choose three.)

- A. examines the Account\\'s eligibility for Payment Arrangement
- B. ensures creation of either Pay Plan or Payment Arrangement
- C. creates the Payment Arrangement Service Agreement
- D. calculates delinquent amount for Service Agreements eligible for Payment Arrangement
- E. determines if the Payment Arrangement Request requires approval

Correct Answer: ACE

QUESTION 4

Approval Profiles control which aspects of an Adjustment?

- A. whether current and/or payoff balance are affected by the adjustment



- B. control how adjustments are approved
- C. if an adjustment requires approval before it's frozen
- D. information defaulted on an Adjustment
- E. whether the adjustment should appear on the customer's next bill

Correct Answer: A

Reference: https://docs.oracle.com/cd/E73180_01/PDF/4.1.1.1%20CCB.v2.5.Manage%20Adjustment%20and%20Adjustment%20Approval.pdf

QUESTION 5

Which three statements are true about initial measurements, final measurements, and usage? (Choose three.)

- A. Usage is a synonym for bill determinants.
- B. The initial measurement data can be optionally stored in Raw format.
- C. A service point can have more than one initial measurement for the same period, but only one final measurement.
- D. Final measurements can be directly edited or updated by users or by automated processes as required.
- E. Usage is loaded in the application to generate final measurements.

Correct Answer: CDE

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